

**EXAMINING THE RELATIONSHIPS BETWEEN JOB
CHARACTERISTICS AND EMPLOYEES' JOB
SATISFACTION IN THE FISHERIES DEVELOPMENT
AUTHORITY OF MALAYSIA**

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UNIVERSITI UTARA MALAYSIA

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**EXAMINING THE RELATIONSHIPS BETWEEN JOB
CHARACTERISTICS AND EMPLOYEES' JOB SATISFACTION IN
THE FISHERIES DEVELOPMENT AUTHORITY OF MALAYSIA**

**A thesis submitted to the Graduate School in partial
fulfillment of the requirement for the degree of
Master of Science (Management),
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By

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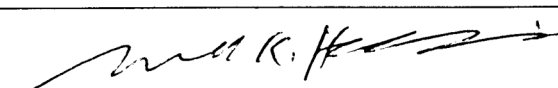
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ABSTRAK

Tujuan utama kajian ini ialah untuk mengkaji perhubungan di antara ciri-ciri kerja asas dan tahap kepuasan kerja para pekerja Lembaga Kemajuan Ikan Malaysia (LKIM). Data diperolehi daripada 150 orang responden melalui borang soal-selidik dan data tersebut dianalisa dengan menggunakan kaedah statistik seperti analisis Ujian Korelasi Pearson , Ujian T dan ANOVA . Penemuan hasil kajian menunjukkan hubungan yang signifikan di antara ciri-ciri kerja dengan kepuasan kerja. Secara keseluruhan penemuan kajian ini adalah seperti berikut :

- i Terdapat hubungan yang signifikan antara keseluruhan ciri-ciri kerja dan kepuasan kerja.
- ii Kajian mendapati ciri-ciri kerja secara individu seperti kepelbagaian kemahiran, signifikan kerja, identiti kerja, otonomi kerja, dan tindak balas kerja mempunyai hubungan dengan kepuasan kerja.
- iii Faktor demografi seperti umur, pengalaman kerja, kategori jawatan, taraf perkahwinan dan bilangan tanggungan mempunyai perhubungan positif dengan kepuasan kerja.
- iv Ujudnya perbezaan signifikan di antara faktor demografi seperti umur, pengalaman kerja , kategori jawatan, taraf perkahwinan dan bilangan tanggungan dengan kepuasan kerja.

ABSTRACT

The main purpose of this study is to examine the relationships between the job characteristics and the level of employees' job satisfaction in the Fisheries Development Authority of Malaysia (FDAM). The data was collected from 150 respondents by using a structured questionnaire. The data was analyzed by using Pearson Correlation , T-Test and ANOVA. Results of the study indicate significance relationships between job characteristics and job satisfaction. As a whole , the findings of the study can be summarized as follows :

- i. Significance relationships exist between overall job characteristics and job satisfaction.
- ii. The results of the study suggest job characteristics variables such as skill variety , task identity, task significance, task autonomous and task feedback are positively related to job satisfaction.
- iii. Demographic factors such as age, tenure, job position, marital status and number of dependents were found to be correlated with job satisfaction.
- iv. Significance differences exist between demographic factors such as age, tenure , job position, marital status, number of dependents and job satisfaction.

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CHAPTER 1

Introduction

1.1 Introduction

The success of any organization, be it public or private, depends on employees who enjoy their jobs and feel rewarded by their efforts. An organization may suffer if its employees lack job satisfaction. Job satisfaction represents a person's evaluation of his or her job and work context. It is an appraisal of job characteristics and emotional experiences at work. Satisfied employees have a favorable evaluation of their job, based on their observation and emotional experiences.

Employees can be satisfied with some elements of the job while simultaneously dissatisfied with others. Overall, job satisfaction is a combination of a person's feeling towards the different facets of job satisfaction. Job satisfaction is a self-reported positive emotional state resulting from the appraisal of one's job or from job experiences (Locke, 1976). This attitude towards work which includes not only the job and organizational characteristics, but also the interaction of the two with employees' personal characteristics, (Rousseau, 1978). Researchers have conceptualized job satisfaction in many different ways. While some of the conceptualizations were

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